

# VACANCY NOTICE

CS-376  
REV(8/08)

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

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| <b>Description of Position</b>            | TITLE OF POSITION: <u>Systems Support Technician II</u> CLASSIFICATION CODE: <u>02707300</u><br>SALARY RANGE: <u>321, \$36392-40927</u> REFERENCE POSITION NO.: <u>2475-90000-tba</u><br>Department or Agency Name: <u>Administration</u> APPLICATION PERIOD: <u>9/26/08-10/3/08</u><br>Division/Section/Unit: <u>Information Technology</u> <b>3 day grace period ends 10/6/08</b><br>Assignment(s) / Comments: _____<br>Shift and Days: <u>1st (Monday-Friday)</u> Job Location: <u>Cranston, RI</u><br>Restrictions/Limitations: _____<br>Position Covered By Collective Bargaining Union Agreement: Yes <input checked="" type="checkbox"/> No _____<br>Name of Bargaining Unit Union: <u>Council 94 Local 2448</u><br><b>There is <u>  </u> is not <input checked="" type="checkbox"/> a Civil Service List for this position      See A/B or Both for Specific Instructions</b><br>NOTE: If there is a list, only candidates who have taken the exam and are reachable should apply.   |  |
| <b>General Information to Candidate</b>   | <b>INSTRUCTIONS:</b><br><b>A. STATE EMPLOYEE LATERAL BIDDER:</b> Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u> , both the File Position Title and Number.<br><b>Most Important</b> - Please include the following information:<br><ul style="list-style-type: none"> <li>• <i>The title of the position for which you are applying</i></li> <li>• <i>Title of your present position and date you entered it</i></li> <li>• <i>Date you entered State service</i></li> <li>• <i>Name of department where you are currently employed</i></li> <li>• <i>Your business telephone number</i></li> <li>• <i>Present Union Affiliations</i></li> </ul> <b>*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.</b><br><b>B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:</b><br>If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.<br><b>C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS</b><br><ul style="list-style-type: none"> <li>• <b>Reasonable Accommodations:</b><br/>                     If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position.</li> <li>• <b>Medical Information:</b><br/>                     Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).</li> </ul> |  |
| <b>Statement of Duties</b>                | <b>DUTIES / RESPONSIBILITIES:</b><br>Within a department, agency or unit, to supervise staff engaged in the provision of data processing services utilizing a small, self-contained local area network (LAN) and/or dedicated terminals/personal computers (PCs) with network software to access databases or files stored on a mainframe system; or, within a department, agency or unit, to assist a supervisor in the provision of data processing services utilizing a large local area network (LAN), or having a mini-computer server, and/or dedicated terminals/PCs with network software to access databases or files stored on mainframe systems; and to do related work as required.  |  |
| <b>Minimum Education &amp; Experience</b> | <b>EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:</b><br><i>(A class specification describing the duties of the position and the minimum qualifications will be furnished upon request.)</i><br><b>Education:</b> Such as may have been through: graduation from high school, business school or technical school including or supplemented by computer courses related to LAN's and/or mini-computers; and <b>Experience:</b> Such as may have been gained through: employment in a position with supervisory capacity entailing the provision and maintenance of various data processing services utilizing small LAN's stand alone PCs and/or dedicated terminals/PCs utilized to access mainframe databases; or employment in a position entailing the provision and maintenance of various data processing services utilizing large LAN's mini-computer servers, and/or dedicated terminals/PCs utilized to access mainframe databases. Demonstrated basic knowledge of Verizon's Enterprise Direct application for managing trouble tickets and voice mail services to provide basic programming for Centrex phones preferred. <b>Or</b> , any combination of education and experience that shall be substantially equivalent to the above education and experience.   |  |
| <b>Where to Apply</b>                     | Apply within the application period as shown on this announcement. <b>NOTE:</b> Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. <b>SEND RESUME or CS-14 Application to:</b><br><br>Kelly Durkin-Murray<br>Department of Administration<br>General Government Service Center<br>One Capitol Hill, 3rd Floor<br>Providence, RI 02908<br><br>Telephone #: <u>222-1238</u><br>Email: <a href="mailto:kellym@gw.doa.state.ri.us">kellym@gw.doa.state.ri.us</a><br>TTY/TDD #: <u>7 1 1</u><br>(Telecommunication Device for the Deaf)  |  |

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**STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER**